DOCUMENT RESUME

ED 163 210 CE 018 586

TITLE Auto Parts Testbook.
INSTITUTION California State Dept. of Education, Sacramento. Bureau of Industrial Education.
PUB DATE 78
NOTE 46p.; For a related document see ED 156 925 ; Parts may be marginally legible
AVAILABLE FROM California State Department of Education, State Education Building, 721 Capitol Mall, Sacramento, California 95814 ($2.50)

EDRS PRICE MF-$0.83 Plus Postage. HC Not Available from EDRS.
DESCRIPTORS *Auto Parts Men; Distributive Education; Employee Responsibility; Facility Inventory; *Merchandising; *Multiple Choice Tests; *Objective Tests; *Salesmanship; Student Evaluation; Trade and Industrial Education

ABSTRACT

This testbook contains objective (multiple choice) tests covering each topic in the companion Auto Parts Workbook (see note). The book is arranged so that each section can be detached and given to the student as the test subjects are covered in class. (Answers are not included.) There are an average of ten questions for each of six units. Unit A, scope and opportunity, covers the auto parts industry and opportunities in the field. Unit B, areas of responsibility, includes filling and shipping orders, receiving, bin arrangements and stock maintenance, pickup and delivery, introduction to counter sales, the shop counter, and the machine shop and related sales. Unit C, cataloging systems, tests student knowledge of factory parts systems and jobber and independent systems. Unit D, inventory and control, covers inventory systems, stock control, and ordering and purchasing. Unit E, counter sales, includes parts terminology, divisions of counter work, customer relations, and how to sell. Unit F, displays, tests the areas of display merchandising, reasons for displays, and ways to use displays. Prefatory notes discuss the importance of confidentiality and ways to modify or supplement the test materials. (CT)

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ED163210

Testbook
AUTO PARTS

Prepared under the direction of the
BUREAU OF INDUSTRIAL EDUCATION

U S DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

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Theo. Smith

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

CE 018 586

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This publication was edited and prepared for photo-offset production by the Bureau of Publications, California State Department of Education, and published by the Department, 721 Capitol Mall, Sacramento, California 95814.

Printed by the Office of State Printing
and distributed under the provisions
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1978

Preface

This testbook includes objective tests covering each topic in the workbook. The value of these tests depends to a great extent on the care exercised by the instructors and supervisors in keeping the tests confidential. Every precaution should be taken to see that these books are used correctly so that the apprentice can gain maximum benefits from them.

In using these tests, school supervisors and instructors should feel free to modify their application of the material to conform with local needs. Instructors may wish to supplement the workbook topics with material that they have developed themselves. In this case, they should augment these tests with questions based on the supplementary instructional material developed for the workbook.

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UNIT A Scope and Opportunity

TOPIC 1 – THE AUTO PARTS INDUSTRY

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. Of every hundred wage earners today, the number employed in connection with the automotive industry is: 1.____

   1. 8
   2. 11
   3. 14
   4. 20

2. In the most recent model year, the number of new passenger cars produced was about how many million? 2.____

   1. 3
   2. 6
   3. 9
   4. 12

3. The value of automotive replacement parts sold in the U.S. in the past year was how many billion dollars? 3.____

   1. 3
   2. 5
   3. 9
   4. 12

4. Auto parts manufacturers can be divided into how many general categories? 4.____

   1. 1
   2. 2
   3. 3
   4. 4

5. The term *jobber-independent* refers to: 5.____

   1. Franchised new car dealers
   2. Wholesale-retail outlets that deal mainly in replacement parts
   3. Manufacturers of parts for new cars
   4. Retail chain stores with some parts trade

6. Parts departments in new car agencies: 6.____

   1. Supply only their own service departments.
   2. Supply their own service departments and sell to the general trade.
   3. Provide principally accessories for new cars.
   4. Do not sell directly to car owners.

7. A large portion of the business of any auto parts dealer consists of: 7.____

1. Counter sales
2. Installations
3. Machine work
4. Exchanges

8. The current major trends in the auto industry are toward: 8.____

1. Larger cars and lower prices
2. More six-cylinder cars and fewer eights
3. Standardization and simplicity
4. Competition and complexity

9. The multiplicity of models and options offered by manufacturers results from: 9.____

1. Saturation
2. Safety
3. Competition
4. Progress

10. Major automobile manufacturers: 10.____

1. Make all component parts of their cars.
2. Make some parts for their cars and buy some.
3. Assemble cars wholly from purchased parts.
4. Do not sell spare parts.

UNIT A – SCOPE AND OPPORTUNITY

TOPIC 2 – OPPORTUNITIES IN THE FIELD

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. New job opportunities in the automobile industry open up faster than it is possible to: 1.____

   1. Find good employees
   2. Train people
   3. Hire personnel
   4. Promote from within

2. The future of a competent parts technician is limited only by: 2.____

   1. Low wages
   2. Poor working conditions
   3. Union regulations
   4. Initiative and ability

3. Auto parts training can lead to a job as: 3.____

   1. Parts manager
   2. Service manager
   3. Store owner
   4. Any of the above

4. The minimum preparation for success in the auto parts business is: 4.____

   1. Completion of grammar school
   2. Graduation from high school
   3. Apprentice training
   4. An engineering degree

5. The development of a successful career in the automotive business may be contributed to by: 5.____

   1. Education
   2. Training
   3. Hobbies
   4. All of the above

6. To move up to a more responsible position, a person must be trained to use: 6.____

   1. His or her total ability
   2. Machine shop tools
   3. Calculators and computers
   4. Hand tools

7. A perpetual inventory system records: 7.____

   1. All items in the bins once a year
   2. All items received, sold, or issued
   3. Parts that have become obsolete
   4. Parts most often needed

8. To an auto parts person, training in which of the following is an asset? 8.____

   1. Auto repairs
   2. Salesmanship
   3. Catalog construction
   4. All of the above

9. An outside auto parts salesperson calls on: 9._____

1. Buyers of body metal parts
2. People outside the auto trades
3. Customers away from the store
4. Gasoline service stations only

10. A jobber is a: 10._____

1. Repair person
2. Counter person
3. Interagent
4. Retail dealer

UNIT B Areas of Responsibilty

TOPIC 1 – FILLING AND SHIPPING ORDERS

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. One of the first tasks the new apprentice is frequently assigned to in the auto parts business is: 1.____

   1. Hearing customer complaints
   2. Supervising displays
   3. Shipping and receiving work
   4. Writing warranty parts orders

2. An order to be filled and shipped is first carefully examined to determine: 2.____

   1. A route to follow in filling it
   2. The total retail price involved
   3. The credit rating of the customer
   4. The number of back orders required

3. When all items of an order are gathered, they are taken to the shipping desk, where: 3.____

   1. The manager removes items he or she wants to keep
   2. Each item is stamped with the order number
   3. The order is rechecked before packing
   4. Each item is weighed separately

4. A back order is used to: 4.____

   1. Provide for delivering out-of-stock items at a later date.
   2. Order back merchandise sent in error.
   3. Return parts received in error to the manufacturer.
   4. Replenish fast-moving items.

5. When it is necessary to make a substitution on an order, the parts person should: 5.____

   1. Ship the item nearest in size to that ordered.
   2. Ship a selection of substitutes for the customer to choose from.
   3. Ship any item of the same name to gain time.
   4. Obtain the customer's approval.

6. A back order is usually shipped: 6.____

1. With the customer's next regular order
2. As soon as stock is available
3. Upon receipt of payment
4. By special messenger

7. Heavy items should not be packed with items that are: 7.____

1. Lighter
2. Bulky
3. Fragile
4. Liquid

8. Parcel post shipments are subject to: 8.____

1. No size limits
2. Careless handling
3. Long delays
4. Postal examination

9. The shipping label should show the name and address of both: 9.____

1. Shipper and customer
2. Manufacturer and shipper
3. Manufacturer and carrier
4. Carrier and customer

10. Auto parts are shipped COD when the customer requests it or when the shipper: 10.____

1. Has not paid for the goods
2. Does not wish to extend credit
3. Wants to avoid insurance costs
4. Lacks billing facilities

UNIT B – AREAS OF RESPONSIBILITY

TOPIC 2 – RECEIVING

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. With respect to the contents of a package, the shipping receipt should always show the: 1.____

   1. Cost price
   2. Weight
   3. Selling price
   4. Condition

2. An itemized list of the articles included in a package or single shipment is called a: 2.____

   1. Shipping receipt
   2. Invoice
   3. Packing slip
   4. Bill of lading

3. An invoice differs from a packing slip in that it shows: 3.____

   1. Total prices
   2. Total weight
   3. Parts numbers
   4. Customer's name

4. A bill of lading acknowledges receipt of goods by the: 4.____

   1. Shipper
   2. Manufacturer
   3. Customer
   4. Carrier

5. On a COD shipment, both goods and shipping charges are paid for when: 5.____

   1. Ordered
   2. Shipped
   3. Received
   4. Returned

6. When a shipment is received, the first check is made to ensure agreement with the: 6.____

   1. Invoice
   2. Bill of lading
   3. Packing slip
   4. Inventory

7. A shipping receipt should not be signed until each piece has been inspected for: 7.____

   1. Correct weight
   2. Damage
   3. Identification
   4. Name of consignee

8. A carton that has been marked fragile and shows signs of crushing should be: 8.____

   1. Returned to the sender unopened.
   2. Refused by the receiver.
   3. Deleted from the order.
   4. Opened for inspection of contents.

9. The quickest and simplest way to open a cardboard carton is to: 9.____

1. Tear it open.
2. Remove the end staples.
3. Cut it open
4. Moisten the glue

10. A claim for shortages inside a carton should be made against the: 10.____

1. Shipper
2. Transportation company
3. Original manufacturer
4. Delivery driver

UNIT B – AREAS OF RESPONSIBILITY

TOPIC 3 – BIN ARRANGEMENTS AND STOCK MAINTENANCE

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. Merchandise should be promptly binned on receipt to: 1.____

   1. Balance the stock.
   2. Keep the receiving area clear.
   3. Comply with tax regulations.
   4. Update the inventory.

2. Parts bins vary in size and shape according to the: 2.____

   1. Goods to be stored in them
   2. Material used to make them
   3. Locations to be served
   4. Maker's facilities

3. Proper choice of shelf and partition arrangement of parts bins will: 3.____

   1. Eliminate any future changes.
   2. Eliminate the need for labeling.
   3. Minimize future rearrangements.
   4. Make inventory and order filling easier.

4. Head gaskets, valve cover gaskets, and other large gaskets are usually stored: 4.____

   1. Standing in narrow bins
   2. Hanging on nails or hooks
   3. Folded to fit bins available
   4. Flat in conventional bins

5. Small cabinets with drawers are generally used to store: 5.____

   1. Connecting rods
   2. Main bearings
   3. Carburetor parts
   4. Battery cables

6. In most dealerships it is a real problem to store: 6.____

   1. Sheet metal parts
   2. Tail pipes
   3. Axles
   4. Washers

7. In the absence of special commercial bins, moldings should be stored: 7.____

   1. On top of the regular steel bins
   2. By hanging on hooks near the molding clip bin
   3. By building light wooden vertical racks
   4. In gaps between regular bins

8. The group sequencing that major manufacturers use in numbering parts should be followed in binning to: 8._____

   1. Ensure using all bin space.
   2. Make related parts easier to locate.
   3. Keep the products of different manufacturers separate.
   4. Reduce storage costs.

9. To provide adequate stock control, every bin should be: 9._____

   1. Clean
   2. Open
   3. Kept full
   4. Numbered

10. Each inventory card should show the: 10._____

   1. Source of the part
   2. Number of the bin where the part is stowed
   3. Discount allowed by the manufacturer
   4. Location of all related parts

UNIT B – AREAS OF RESPONSIBILITY

TOPIC 4 – PICKUP AND DELIVERY

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. In the parts business, pickup and delivery service is: 1.____

    1. Necessary to successful competition
    2. A union requirement
    3. A needless expense
    4. Provided by very few dealers

2. The keys to effective pickup and delivery service are: 2.____

    1. New trucks and journeymen drivers
    2. Television and radio advertisements
    3. Scheduling and routing
    4. Large volume sales, both wholesale and retail

3. Dealers should never allow schedules to be changed: 3.____

    1. By any acquisition of new customers
    2. Once they have been established
    3. Except to reduce expenses
    4. Until all customers have been notified

4. Some flexibility should be built into a delivery schedule to: 4.____

    1. Avoid too regular a routine
    2. Allow for variations in the load from day to day
    3. Permit the driver to help at a busy shop counter
    4. Provide for training new drivers

5. Before the delivery driver sets out, he or she should always: 5.____

    1. Load samples of each new item in stock
    2. Road test the truck
    3. Plan the delivery route in detail
    4. Advise each customer by phone of the approximate delivery time

6. The driver should prepare the delivery book by logging each proposed stop in: 6.____

    1. Its order along the route
    2. The sequence the orders were received
    3. An alphabetical order
    4. Accordance with the size of the order

7. Each delivery order should be checked: 7.____

1. While the parts clerk is pulling it
2. When it is loaded
3. When it is unloaded
4. At all three of the above times

8. The delivery driver has a unique opportunity to: 8.____

1. Squeeze out competitors.
2. Build up good customer relations.
3. Ask about each customer's sales volume.
4. Learn defensive driving.

9. An alert driver should try to take advantage of: 9.____

1. The competitors
2. The customers
3. Opportunities to beat the schedule
4. Additional sales opportunities

10. The driver should always be prepared and willing to: 10.____

1. Help a while in the customer's shop.
2. Answer any of the customer's questions.
3. Deviate from his or her route on request.
4. Defer deliveries until later in the day.

UNIT B – AREAS OF RESPONSIBILITY

TOPIC 5 – INTRODUCTION TO COUNTER SALES

Decide which of the four answers is correct, or most nearly correct, then write the corresponding number in the blank space at the right.

1. An apprentice may be assigned to counter work: 1.____

   1. Upon completion of apprentice training
   2. After service as a delivery driver
   3. Very early in his or her career
   4. After memorizing all parts locations in the bins

2. Every parts company in business aims to: 2.____

   1. Make a profit
   2. Eliminate all competition
   3. Continually expand
   4. Break even

3. Profitable counter sales require both customers and: 3.____

   1. High markups
   2. Low overhead
   3. Competent salespersons
   4. Overstaffing

4. A good salesperson: 4.____

   1. Can out-argue any customer
   2. Can avoid hearing complaints
   3. Is always in a hurry
   4. Is always courteous

5. If unable to wait on a customer immediately, the counter person should: 5.____

   1. Let the customer know he or she will be served as soon as possible.
   2. Suggest the customer come back later.
   3. Say nothing, confident the customer will understand.
   4. Emphasize he or she must do all his or her tasks in turn.

6. If a customer is overcritical and demanding, the counter person should: 6.____

   1. Get rid of him or her as fast as possible by any means.
   2. Call the manager.
   3. Serve him or her as patiently and as well as possible.
   4. Keep him or her waiting indefinitely.

7. Correcting a legitimate complaint: 7.____

   1. Should be avoided if it costs money
   2. Is a normal, necessary part of business
   3. Will only make complaints more frequent
   4. Will lose as many customers as it gains

8. Competence in auto parts work has two components, namely: 8._____

1. Accuracy and speed
2. Accuracy and care
3. Friendliness and speed
4. Friendliness and courtesy

9. To sell a fan belt today requires careful inquiry to determine the: 9._____

1. Price the customer wants to pay
2. Sizes in stock
3. Manufacturer of the desired belt
4. Model of, and all options on, the customer's car

10. Effective salesmanship requires: 10._____

1. Formal dress
2. A ready supply of jokes
3. Good personal habits
4. Constant supervision

UNIT B – AREAS OF RESPONSIBILITY

TOPIC 6 – THE SHOP COUNTER

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. In an automobile agency, the shop counter is: 1.____

   1. In the rear of the parts department
   2. The same as the street counter
   3. Less profitable than the street counter
   4. Of strategic importance to the business

2. The three primary divisions of an auto agency's business are: 2.____

   1. New car, used car, and truck sales
   2. Car, accessory, and replacement parts sales
   3. Sales, service, and parts
   4. Management, production, and public relations

3. The three primary divisions of an auto agency's business are: 3.____

   1. Complementary and interdependent
   2. Separate and independent
   3. Really a single function
   4. Mutually in opposition

4. Mechanics who bring requisitions to the shop counter should be given: 4.____

   1. Attention when other tasks are completed
   2. Priority over other tasks
   3. Help in pulling their own orders
   4. No special favors

5. Time wasted at the shop counter may cost the company how many dollars per hour? 5.____

   1. 3
   2. 6
   3. 9
   4. 25

6. Competent, well-trained parts persons are needed at the shop counter to: 6.____

   1. Expedite filling the mechanics' needs.
   2. Minimize horseplay.
   3. Write the requisitions for the mechanic.
   4. Decide which parts the mechanic really needs.

7. Parts requisitions for the shop should be made out by the: 7.____

1. Parts person
2. Mechanic
3. Shop supervisor
4. Service manager

8. Small urgent purchases are usually treated as: 8.____

1. Back orders
2. Nuisances
3. Cash deals
4. Local buy-outs

9. To determine what parts should be dropped from inventory, the inventory clerk usually works from: 9.____

1. Repair orders
2. Cashier receipts
3. Shop requisitions
4. Shipping receipts

10. All parts issued to the shop must be charged to: 10.____

1. The correct work order
2. The warranty account
3. The mechanic who signed the requisition
4. An emergency voucher

UNIT B -- AREAS OF RESPONSIBILITY

TOPIC 7 – THE MACHINE SHOP AND RELATED SALES

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. Many small garages and repair shops are hampered in making repairs to today's complex cars by the lack of: 1.____

   1. Space
   2. Know-how
   3. Time
   4. Expensive equipment

2. Many new pistons are size-marked in gradations of: 2.____

   1. 0.05"
   2. 0.005"
   3. 0.0005"
   4. 0.00005"

3. Which of the following pieces of equipment is not likely to be found in a modern automotive machine shop? 3.____

   1. Pin hone
   2. Seat grinder
   3. Dial indicator
   4. Block-casting mold

4. A professional repair person will buy parts where the service is: 4.____

   1. Quick, efficient, and complete
   2. Accurate and methodical
   3. Cheapest
   4. By union labor only

5. Proper installation can reduce: 5.____

   1. Tool depreciation
   2. Parts failures
   3. Customer satisfaction
   4. Flat-rate charges

6. A clutch disc that shows signs of scoring indicates a need for: 6.____

   1. Resurfacing or replacing the flywheel
   2. Repair of holes in the cover plate
   3. Heavier oil
   4. Softer rivets in the lining

7. Installing a new master cylinder kit in a pitted brake cylinder is: 7.____

   1. An acceptable temporary repair
   2. Dangerous
   3. Satisfactory for normal usage
   4. The best way to restore brake power

8. Selling machine shop services at the right time can result in: 8.__ __

1. Reduction of parts failures
2. Elimination of needless expense
3. Increase in shop revenue
4. All of the above

9. An engine block with cylinder bores that vary just slightly should be: 9._____

1. Discarded
2. Returned to the factory
3. Refitted
4. Rebored

10. Inquiry about a gasket purchase may lead to: 10._____

1. A complete cylinder rebore job
2. A cylinder head honing job
3. Refitting all piston pins
4. Elimination of the gasket stock

UNIT C Cataloging Systems

TOPIC 1 – FACTORY PARTS SYSTEMS

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. All manufacturers' catalog systems: 1.____

   1. Use the same major group numbers
   2. Use the same part number for identical items
   3. Have major similarities
   4. Are entirely different

2. To give it an identity, each new part made is assigned a(n): 2.____

   1. Assembly number
   2. Part number
   3. Page number
   4. Class number

3. The system by which General Motors allocates part numbers is called a(n): 3.____

   1. Alphanumeric system
   2. Alphabetical system
   3. Rotary system
   4. Block system

4. General Motors part numbers are: 4.____

   1. Significant
   2. Nonsignificant
   3. Insignificant
   4. Partly significant

5. Ford part numbers are: 5.____

   1. Significant
   2. Nonsignificant
   3. Insignificant
   4. Partly significant

6. If the same General Motors part was used in Cadillacs and Chevrolets, the two divisions would designate that part by: 6.____

   1. Different part and group numbers
   2. Different part numbers but the same group number
   3. The same part number but different group numbers
   4. The same part and group numbers

7. Ford part numbers are constructed from basic group numbers by: 7.____

1. Expansion
2. Contraction
3. Rearrangement
4. Group system

8. The division of parts catalogs into major groups and subgroups is: 8.____

1. Used by only one manufacturer
2. Cumbersome and impractical
3. Common to all catalogs
4. Never used

9. Group numbers seldom change, but part numbers: 9.____

1. Never change
2. May change frequently
3. Change annually
4. Seldom change

10. The number of major group divisions in parts catalogs is usually about: 10.____

1. 10
2. 15
3. 25
4. 50

UNIT C – CATALOGING SYSTEMS

TOPIC 2 – JOBBER AND INDEPENDENT SYSTEMS

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. The Weatherly Index System is: 1.____

   1. Representative of several such systems
   2. Unique
   3. Rarely used
   4. Universally used

2. The Weatherly Index System provides a complete index that is: 2.____

   1. Alphabetical
   2. Numerical
   3. Alphabetical and numerical
   4. Alphanumerical

3. In addition to automotive parts, the Weatherly Index System covers: 3.____

   1. Motorcycle parts
   2. Aeronautical and marine parts
   3. Airplane parts
   4. Boat parts

4. Most replacement parts manufacturers key their catalogs to: 4.____

   1. Auto manufacturers' major group system
   2. The Ford Motor Company basic system
   3. The Weatherly Index
   4. No outside system

5. In the Weatherly Index, items are designated only by: 5.____

   1. Whole numbers
   2. Odd numbers
   3. Mixed numbers
   4. Even numbers

6. How many numbers are assigned in each major group of the Weatherly Index? 6.____

   1. 1000
   2. 100
   3. 50
   4. 20

7. Each major Weatherly group is divided into how many subgroups? 7.____

   1. 5
   2. 10
   3. 15
   4. 20

8. Catalog pages showing items belonging to several groups can be properly filed in a Weatherly system by: 8.____

   1. Cross-references
   2. Duplication
   3. Division
   4. Separation

9. On many independent manufacturers' catalogs, the applicable Weatherly Index number(s) are placed in the: 9.____

1. Upper left corner
2. Upper right corner
3. On each page
4. Lower right corner

10. When a catalog without a Weatherly number is received, sufficient information to mark it may be found by consulting the Weatherly: 10.____

1. Numerical index
2. Pictorial index
3. Alphabetical index
4. Instruction sheet

UNIT D Inventory and Control

TOPIC 1 – INVENTORY SYSTEMS

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. In addition to stock on hand and quantity sold, an effective inventory control system will also provide immediate information as to: 1.____

   1. Pending orders and back orders
   2. Complaints received about each item
   3. Cost, retail, and discount prices
   4. Average profit by months

2. In a card inventory system, a single card is used for each: 2.____

   1. Sale made
   2. Bin group
   3. Part stocked
   4. Part ordered

3. A flat drawer system wherein the inventory cards are hinged and laid atop each other in a stepped arrangement is termed a: 3.____

   1. Roller system
   2. Visible-index system
   3. Tubbed system
   4. Horizontal system

4. In a visible-index system, the part number is placed in what area of the card? 4.____

   1. At the top
   2. At the bottom
   3. At the left
   4. At the right

5. In a roller file system, the cards are affixed to a wheel by: 5.____

   1. Rivets
   2. Springs
   3. Clips
   4. A circular rod

6. The most practical system for very large inventories is the: 6.____

   1. Visible index
   2. Roller
   3. Computer
   4. Horizontal

7. The DMS method of inventory control is one of those which use: 7.____

1. Magnetic cards
2. Computerized automation
3. Roller files
4. No card files

8. To assist in placing timely orders from the inventory cards, the cards may be: 8.____

1. Totaled daily
2. Flagged
3. Notched
4. Inked

9. A guide figure is a(n): 9.____

1. Chart of the bin arrangement
2. Pricing factor
3. Average stock level to maintain
4. Profit indicator

10. When a part number is superseded, a new card is made, and the old card is: 10.____

1. Kept in place, showing both numbers
2. Immediately discarded
3. Attached to the new card
4. Used and posted simultaneously

UNIT D – INVENTORY AND CONTROL

TOPIC 2 – STOCK CONTROL

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. The success or failure of an auto parts organization depends mainly on: 1.____

   1. The population of the area
   2. Union affiliation
   3. Operation of its purchasing department
   4. Ratio of apprentices to experienced salespersons

2. Automotive parts, in a practical sense, are: 2.____

   1. Perishable
   2. Good forever
   3. Permanent
   4. Obsolete

3. For the most profitable operation, the stock turnover rate per year should be: 3.____

   1. 2 to 3 times
   2. 4 to 6 times
   3. 8 to 10 times
   4. 10 to 12 times

4. The best guarantee of adequate stock control is: 4.____

   1. Adequate stock
   2. A properly maintained inventory system
   3. A high turnover rate
   4. Elimination of slow-moving items

5. How many days' supply of each item should the order clerk try to keep on hand? 5.____

   1. 10
   2. 30
   3. 90
   4. 120

6. An adequate guide figure can best be established by: 6.____

   1. Filling the bin to capacity every 90 days
   2. Analyzing sales activity from the inventory card
   3. Subtracting actual sales from potential sales monthly
   4. Dividing the annual inventory figure by 12

7. If an item is consistently out of stock, the guide figure should be: 7.____

   1. Abandoned
   2. Revised upward
   3. Revised downward
   4. Quadrupled

8. When an item consistently appears on the want list, the order clerk should: 8._____

1. Have the price raised.
2. Stock possible substitutes.
3. Stock the part the following year.
4. Add the part to regular stock.

9. Prior to inventory, miscellaneous unidentified parts should be: 9._____

1. Stored in a bin.
2. Discarded as scrap.
3. Returned to the factory.
4. Identified and tagged.

10. For a hand inventory, the sheets should be prepared in advance so that at inventory time it is only necessary to enter the: 10._____

1. Date
2. Page numbers
3. Quantities on hand
4. Prices

UNIT D – INVENTORY AND CONTROL

TOPIC 3 – ORDERING AND PURCHASING

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. A stock order is used to: 1.____

   1. Procure emergency supplies rapidly
   2. Obtain normal stock replacement
   3. Procure in large amounts only
   4. Take advantage of excess discounts

2. The supplier ships most stock orders: 2.____

   1. COD
   2. On consignment
   3. Prepaid
   4. By air

3. An intermediate order usually: 3.____

   1. Is shipped with the next regular order
   2. Is shipped COD
   3. Does not carry the maximum discount
   4. Consists of small items only

4. A small emergency order that is picked up locally is called a: 4.____

   1. Retail special order
   2. Local buy-out
   3. No-discount order
   4. Low profit item

5. A pad order is: 5.____

   1. Shipped by padded van
   2. For quantities greater than normal
   3. Made out on preprinted forms
   4. An order for new stock items

6. Ordering in very large quantities is potentially dangerous because of 6.____

   1. High interest rates
   2. Higher shipping costs
   3. Competition
   4. Obsolescence

7. List prices would more accurately be called: 7.____

   1. Suggested retail prices
   2. Wholesale prices
   3. Trade prices
   4. Shop prices

8. A trade discount, which may vary, is commonly applied by the jobber to the: 8._____

1. List price
2. Trade price
3. Wholesale price
4. Retail price

9. Cash discounts are those given to customers: 9._____

1. In a cash-and-carry retail business
2. In the auto parts trade
3. Who have no charge account
4. Who pay their bills promptly

10. A manufacturer's representative: 10._____

1. Takes orders directly
2. Introduces new products
3. Assists with displays
4. Does all of the above

UNIT E Counter Sales

TOPIC 1 – PARTS TERMINOLOGY

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. A single shaft, bolt, or gear is called a(n): 1._____

   1. Part
   2. Assembly
   3. Function
   4. Item

2. Two or more items conjoined to perform a single function are called a(n): 2._____

   1. Part
   2. Assembly
   3. Function
   4. Item

3. A poured bearing of a soft alloy of tin, lead, antimony, and copper is a: 3._____

   1. Ball bearing
   2. Needle bearing
   3. Soft bearing
   4. Babbitt bearing

4. Caskets are made of: 4._____

   1. Asbestos
   2. Cork
   3. Rubber
   4. All of the above

5. A gear with teeth cut in the surface of a conical face is a: 5._____

   1. Conical gear
   2. Worm gear
   3. Bevel gear
   4. Sprocket

6. A spiral bevel gear with curved teeth is a: 6._____

   1. Hypoid gear
   2. Helical gear
   3. Worm gear
   4. Sprocket

7. A clevis is a: 7._____

   1. Forked gear train
   2. Camshaft bearing
   3. Helical spring
   4. Fork at the end of a rod

8. A Woodruff key is a key whose section is: 8._____

1. Square
2. Semicircular
3. Oblong
4. Triangular

9. Retainers are made of: 9._____

1. Metal
2. Felt
3. Leather
4. Any of the above

10. A butterfly valve turns on a: 10._____

1. Spindle
2. Cam
3. Thread
4. Key

UNIT E – COUNTER SALES

TOPIC 2 – DIVISIONS OF COUNTER WORK

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. The highest profit rate per item is made in: 1.____

   1. Volume wholesaling
   2. Fleet operator sales
   3. Retail cash sales
   4. Dealer cash sales

2. Customers with low credit ratings are usually billed on a basis of: 2.____

   1. 30-day charge
   2. Cash on delivery
   3. Time payments
   4. Cash with order

3. The discount on open-account sales to dealers is usually: 3.____

   1. Less than the cash discount
   2. Greater than the cash discount
   3. The same as the cash discount
   4. None

4. Most auto parts sold are identified by: 4.____

   1. Group name
   2. Group number and part name
   3. Part name
   4. Part number

5. Which of the customers listed below would *not* be eligible to receive a trade discount? 5.____

   1. The operator of a large garage
   2. A dealer in used cars
   3. A good customer who buys a new car yearly
   4. A truck fleet operator who employs his or her own mechanics

6. The estimated labor time for standard repair jobs is published in: 6.____

   1. Flat-rate manuals
   2. Shop manuals
   3. Parts catalogs
   4. Parts history indexes

7. A customer who returns a part should present his or her original sales slip, in case: 7.____

   1. The part has become damaged
   2. The price has changed
   3. The part number has changed
   4. An additional discount is due

8. A check offered in payment for goods should bear: 8.____

1. The correct date
2. The customer's name
3. The seller's name
4. All of the above

9. Sales on an open-account basis are usually paid for: 9.____

1. At the end of each month
2. At the end of each quarter
3. When the parts are received
4. At the customer's convenience

10. A sales slip must be filled out: 10.____

1. For charge sales only
2. For cash sales only
3. For charge and time payment sales only
4. Legibly and completely for every sale

UNIT E – COUNTER SALES

TOPIC 3 – WHAT IS A CUSTOMER?

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. The first priority of the parts person is: 1._____

   1. Getting stock orders out on time
   2. Completing an accurate inventory
   3. Serving a customer at the counter
   4. Dispatching the delivery truck on schedule

2. All other activities in a parts store are purposeful only if: 2._____

   1. The stock is maintained complete
   2. Profitable sales are being made
   3. Good relations exist among all personnel
   4. The manager is interested in parts work

3. The basis of a successful business is: 3._____

   1. New customers
   2. Repeat customers
   3. Profit
   4. Credit

4. Building and maintaining a clientele is the direct responsibility of: 4._____

   1. The public relations department
   2. The management
   3. The advertising department
   4. Every employee who contacts customers

5. Winning arguments with the customer: 5._____

   1. Can lead to promotion
   2. Is necessary in business
   3. Is a good test of salesmanship
   4. Should never be attempted

UNIT E – COUNTER SALES

TOPIC 4 – HOW TO SELL

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. Knowledge of the merchandise is just as important to a salesperson as: 1.____

   1. A high-pressure approach
   2. Willingness to please
   3. A gift of gab
   4. Egoism

2. To maintain customer confidence, a company must: 2.____

   1. Undersell all competition
   2. Give trading stamps or other gifts
   3. Back its merchandise
   4. Establish charge accounts freely

3. Honesty and sincerity are best expressed by a salesperson meeting a customer, in: 3.____

   1. A standard opening sales talk
   2. A slow, indifferent greeting
   3. Telling a joke or two
   4. The attitude of the salesperson

4. In closing a part sale, the salesperson should always ask: 4.____

   1. How the item will be installed
   2. If anything else is needed
   3. Why the part bought is needed
   4. The customer's credit rating

5. To make a satisfactory sale, the customer must be provided with: 5.____

   1. Something very close to his or her needs
   2. Any reasonable substitute
   3. The exact item needed
   4. More than he or she initially requests

6. If the customer cannot identify fully the part he or she wants, the salesperson should: 6.____

   1. Send the customer back for more information.
   2. Ask the customer to bring a sample to the store.
   3. Not waste any more time.
   4. Help identify the wanted part by closely questioning the customer.

7. A parts salesperson must know everything about the: 7.____

   1. Items for sale
   2. Customer's capabilities
   3. Competitor's shortcomings
   4. Customer's credit rating

8. New items in stock: 8.____

1. Are good subjects for sales efforts
2. Are risky to sell until proven by time
3. Should not be suggested nor pushed
4. Should be sold only to old customers

9. When out of a part a customer needs badly, the salesperson should: 9.____

1. Give the customer a list of other parts stores.
2. Offer to order it for the customer.
3. Make every effort to locate and procure it for the customer.
4. Express regrets in a sincere manner.

10. Ignition points should never be sold without suggesting a new: 10.____

1. Battery
2. Condenser
3. Carburetor
4. Fuel pump

UNIT F Displays

TOPIC 1 – DISPLAY MERCHANDISING

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. Auto parts sales today are aimed at the: 1._____

   1. Mechanic
   2. Wholesaler
   3. Do-it-yourselfer
   4. Dealer

2. The auto parts store location is critical to: 2._____

   1. Delivery service
   2. Walk-in trade
   3. Taxes
   4. Wholesale trade

3. The act of furthering the development of the sale is called: 3._____

   1. Sales promotion
   2. Fair trade
   3. Merchandising
   4. Sales benefits

4. One of the most important factors in establishing an auto parts business is the: 4._____

   1. Time of the year
   2. Distance from the warehouse
   3. Amount of equipment
   4. Appearance of the building

5. The delivery truck should be used to do which of the following: 5._____

   1. Deliver auto parts
   2. Impart an image
   3. Tell people what the store sells
   4. All of the above

6. Which one of the following items is the most vital to the economic health of an auto parts store? 6._____

   1. Number of employees
   2. Delivery service
   3. In-store traffic
   4. Capitalization

7. What does a good merchandizer do? 7._____

   1. Exposes very little merchandise.
   2. Maintains a small inventory.
   3. Makes neat displays.
   4. Exposes as much merchandise as possible.

8. Who can be of most help with an advertising program? 8._____

1. Warehouse distributor
2. Salesperson
3. Newspaper
4. Mechanic

9. In newspaper advertising, the ad that is most likely to catch the customer's eye is: 9._____

1. Colorful
2. Large
3. Small
4. Expensive

10. An important and recent selling point with walk-in customers is: 10._____

1. Width of the aisles
2. Lighting
3. Number of clerks
4. Point-of-purchase sales information

UNIT F – DISPLAYS

TOPIC 2 – WHY DISPLAY?

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. Some displays make a direct sales appeal; others make an indirect appeal through: 1.____

   1. Cut prices
   2. An interest theme
   3. Logic
   4. Obscurity

2. A direct appeal display should be: 2.____

   1. Simple and uncluttered
   2. Attractively posed
   3. Prominently placed
   4. All of the above

3. One of the most frequent and effective uses of display is to: 3.____

   1. Equalize sales
   2. Discourage overbuying
   3. Introduce new products
   4. Hide untidy stock bins

4. Potential display sites include: 4.____

   1. Vacant corners
   2. Unused wall space
   3. Counters
   4. All of the above

5. A display may be profitable if its effect upon the store is to: 5.____

   1. Enhance its appearance
   2. Fill up wide aisles
   3. Force customers to browse before buying
   4. Use all available space

6. An exploded display of an intricate new mechanism usually: 6.____

   1. Baffles customers
   2. Antagonizes customers
   3. Arouses much interest
   4. None of the above

7. The principal purpose of a display is to: 7.____

   1. Occupy otherwise vacant space
   2. Create a strong urge to buy
   3. Show off each new product
   4. Educate the viewers

8. An effective display of a new product must: 8.____

   1. Exploit the improvement represented
   2. Emphasize the price
   3. Offer a bonus premium with the product
   4. Play down its newness

9. Seasonal display themes should make use of: 9.____

1. Direct sales appeal
2. Interest themes
3. Related sales opportunities
4. All of the above

10. An ordinary parts stockroom can be made into an attractive parts department by: 10.____

1. Competent salespersons
2. Wider aisles
3. Frequent cleaning
4. Displays

UNIT F – DISPLAYS

TOPIC 3 – HOW TO DISPLAY

Decide which of the four answers is correct, or most nearly correct; then write the corresponding number in the blank space at the right.

1. A functional display emphasizes which aspect of the product? 1.____

   1. Beauty
   2. Simplicity
   3. Utility
   4. Inexpensiveness

2. An aesthetic display emphasizes which aspect of the product? 2.____

   1. Beauty
   2. Simplicity
   3. Utility
   4. Inexpensiveness

3. A staged display always has: 3.____

   1. A raised platform
   2. Special colored lighting
   3. A definite plan
   4. Aesthetic appeal

4. Display symmetry is achieved with: 4.____

   1. Balanced weight
   2. Use of two colors
   3. Rectangular arrangement
   4. Visual balance

5. A key to good display is: 5.____

   1. Unobtrusiveness
   2. Visual accessibility
   3. Portability
   4. Massive size

6. A display should be changed when: 6.____

   1. The weather changes
   2. The items displayed become obsolete
   3. Customer interest starts to fade
   4. Sales of the item are at their peak

7. A display should always seek: 7.____

   1. Staging
   2. Symmetry
   3. Prominence
   4. All of the above

8. Whether a functional or aesthetic theme should be stressed is determined by the: 8.____

   1. Predominant type of customers
   2. Nature of the product
   3. Manufacturer's representative
   4. Parts department manager

9. Interest themes provide an effective display only if: 9._____

1. Seasonal
2. Accurately grouped
3. Brightly lighted
4. Staged in a window

10. The purpose of the closed display is to: 10._____

1. Allow the customer to view the merchandise only
2. Protect the goods from physical damage
3. Keep the goods in order
4. All of the above

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